

NEW JERSEY

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from New Jersey Consumers = 10,274



Fraud Complaints from New Jersey Consumers = 5,472

Top Fraud Complaint Categories for New Jersey Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,598	29%
2	Internet Services and Computer Complaints	670	12%
3	Advance-Fee Loans and Credit Protection/Repair	560	10%
4	Shop-at-Home/Catalog Sales	544	10%
5	Foreign Money Offers	327	6%

¹Percentages are based on the total number of fraud complaints from New Jersey consumers (5,472).

Amount Paid Reported by New Jersey Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
5,472	\$8,013,740	4,575	84%	\$1,752

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by New Jersey consumers (4,575). Two consumers reported an amount paid of over \$1 million.

Top New Jersey Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Jersey City	146
Newark	85
Edison	81
Toms River	79
Trenton	75



Identity Theft Complaints from New Jersey Victims = 4,802

Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	2,350	49%
2	Phone or Utilities Fraud	867	18%
3	Bank Fraud	669	14%
4	Government Documents or Benefits Fraud	396	8%
5	Loan Fraud	356	7%
6	Employment-Related Fraud	260	5%
	Other	710	15%
	Attempted Identity Theft	477	10%

¹Percentages are based on the 4,802 victims reporting from New Jersey. Percentages add to more than 100 because approximately 22% of victims from New Jersey reported experiencing more than one type of identity theft.

Top New Jersey Identity Theft Victim Locations

Victim City	No. of Victims
Newark	176
Jersey City	164
Trenton	63
Elizabeth	62
West Orange	60